SENIORS PROGRAMS AND SERVICES

Seniors Programs and Services

INFORMATION GUIDE

2011 – 2012

Government of Alberta

For more information about seniors
programs and services, please call:

Alberta Seniors and Community Supports

Toll-free anywhere in Alberta: **1-877-644-9992**

Edmonton: **780-644-9992**

Deaf or hearing impaired with TDD/TTY units:

Toll-free anywhere in Alberta: **1-800-232-7215**

Edmonton: **780-427-9999**

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

Published by: Alberta Seniors and Community Supports

July 2011

ISBN: 978 0 7785 6820 9

Table of Contents

Message from the Minister . . . 3

Income Support Programs 4

Provincial Government Programs 4

Federal Government Programs 8

Housing 11

Provincial Government Programs 11

Federal Government Programs 12

Finding Accommodation 14

Information and Referral 16

Alberta Supports Contact Centre 16

Seniors Information Services Offices 16

Government of Alberta Contact Centre . . . 17

Service Alberta Consumer Contact Centre 17

Government of Canada – Pension Programs 18

Lawyer Referral Service 18

Organizations for Seniors 18

Local Information and Referral Centres 19

Health Services 22

Dental and Optical Assistance for Seniors 22

Alberta Aids to Daily Living (AADL) 22

Residential Access Modification Program (RAMP) 24

Alberta Blue Cross – Coverage for Seniors 25

Alberta Health Care Insurance Plan 27

Continuing Care Services 29

Alberta Health Services 31

Private Health Insurers 33

Alberta Monitoring for Health Program 33

Helping Agencies 34

Funding Opportunities 34

Alberta Alcohol and Drug Abuse Commission (AADAC) 35

Consumer Debt Counselling 35

Family and Community Support Services (FCSS) 36

Legal Aid Society 36

Meals on Wheels 36

Mediation Services 37

Alberta Ombudsman 37

Office of the Public Guardian 37

Office of the Public Trustee 39

Health-Related Organizations 40

Comments or Feedback about this guide?

Visit the Alberta Seniors and Community Supports website at **www.seniors.alberta.ca** and complete the online survey

Protecting You and Your Information 41

Freedom of Information and Protection of Privacy 41

Elder Abuse 41

Protection for Persons in Care 43

Alberta Health Facilities Review Committee 43

Continuing Care Health Service Standards 44

Supportive Living and Long-term Care Accommodation Standards 44

Alberta Human Rights Commission 45

Frauds and Scams 46

Consumer Information 46

Transportation 47

Bus Passes 47

Seniors Driving Services 47

Alberta Transportation 47

Alberta Motor Association: Driving Angel Program 48

Parking Placards For Persons With Disabilities 48

Congratulatory Messages for Seniors 49

General Information 51

Birth, Marriage and Death Certificates 51

Taxes 51

Veterans 52

Power of Attorney 53

Last Will and Testament 54

Funeral Planning 54

Recreation and Leisure 56

Alberta 55 Plus Winter and Summer Games 56

Historic Sites and Cultural Facilities 56

Provincial Parks 57

Fishing Licences 57

Seniors' View of the Alberta Legislature 57

Quick Reference List 58

Index 61

Message from the Minister

Every year, the Government of Alberta publishes the *Seniors Programs and Services Information Guide*. Many seniors have told me this guide is a valuable resource; I hope you will find it a useful tool as well.

This Guide is designed to help seniors and their families stay informed about the assistance available to seniors in our province, through programs such as the Alberta Seniors Benefit. This important program provides a monthly cash benefit to eligible, low-income seniors.

Information about our other programs is also available in this Guide, including Dental and Optical Assistance, Alberta Aids to Daily Living, Education Property Tax Assistance, and Special Needs Assistance for Seniors. In addition to providing information about provincial programs and services, this Guide includes details on federal and community-based programs and services that support seniors.

Seniors are a priority for this government and for my Ministry. I am proud of the variety of programs and services we deliver so that seniors have the support they need to be independent and participate in their community.

Additional information, forms and brochures are available on my Ministry website at **www.seniors.alberta.ca** or by calling the Alberta Supports Contact Centre at 1-877-644-9992 or 780-644-9992 in Edmonton.

Mary Anne Jablonski
Minister
Alberta Seniors and Community Supports

Income Support Programs

PROVINCIAL GOVERNMENT PROGRAMS

Seniors Financial Assistance Programs

Alberta Seniors and Community Supports offers the following financial assistance programs for seniors:

- Alberta Seniors Benefit
- Special Needs Assistance for Seniors
- Dental and Optical Assistance for Seniors
- Education Property Tax Assistance for Seniors

To apply for these programs, you must complete a Seniors Financial Assistance application form. You need only apply once.

General Eligibility

You are eligible to apply for the seniors financial assistance programs, if you:

- are 65 years of age or older;
- have lived in Alberta for at least three months immediately before applying;

and

- are a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrant)

If you meet all of the above eligibility requirements for assistance, your level of assistance will then be determined based upon the specific criteria for each program.

Income

Income verification is a key requirement of the following Seniors Financial Assistance programs:

- Alberta Seniors Benefit
- Dental and Optical Assistance for Seniors
- Special Needs Assistance for Seniors

Your limited income information is used to determine benefits — with your consent. It will be obtained directly from the Canada Revenue Agency. Only the income sources needed to determine your eligibility will be collected.

Education Property Tax Assistance for Seniors is not income based.

Alberta Seniors Benefit

The Alberta Seniors Benefit program is an income supplement in addition to federal income sources including Old Age Security (OAS) and Guaranteed Income Supplement (GIS). Assistance is based on income and the program provides a monthly benefit to eligible seniors.

The benefit is determined by:

- the type of accommodation you live in
- your marital/cohabitation status
- your income (combined with your spouse/partner's income if applicable)
- eligibility for the federal OAS pension

General Eligibility

In general, a single senior with an annual income of $24,600 or less, and senior couples with a combined annual income of $40,000 or less, are eligible for a cash benefit. These income levels are guidelines only, and are for seniors whose income includes full OAS pension.

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program provides a lump-sum payment to eligible low-income seniors. This program provides assistance with allowable one-time extraordinary personal expenses. A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is $5,000 in a benefit year.

General Eligibility

To be considered for the Special Needs Assistance for Seniors program, you must have previously applied to the Alberta Seniors Benefit program, or submit a Seniors Financial Assistance application. A single senior with a total annual income of $24,600 or less, or a senior couple with a total combined income of $40,000 or less may receive assistance.

Available Assistance

Assistance is available for allowable special needs such as appliances, essential home repairs and some medical expenses.

Dental and Optical Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage according to an approved benefit schedule to a maximum of $5,000 every five years.

The Optical Assistance for Seniors program provides assistance to a maximum of $230 towards the purchase of prescription eyeglasses every three years.

The amount of coverage you receive is based on your total annual income.

Continued next page...

General Eligibility

To be considered for the Dental and Optical Assistance programs, you must first complete the Seniors Financial Assistance application form. A single senior with a total annual income of $31,675 or less, or a senior couple with a total combined income of $63,350 or less, may receive assistance. Seniors who receive the Alberta Seniors Benefit are automatically enrolled.

How it works

Alberta Seniors and Community Supports has contracted Alberta Blue Cross to process the dental and optical claims. Alberta Blue Cross issues payments to the service provider (dentist/denturist or optical provider) or the senior, depending on how the claim is submitted.

To find out how much of your dental/optical work is paid for, you or your service provider can call Alberta Blue Cross at **1-800-661-6995**. Your Personal Health Number is required when you or your service provider submit a claim or have a dental/optical claim question.

Your claim will be paid in one of two ways:

1. If your service provider bills Alberta Blue Cross directly, the program will pay the service provider for the amount that is covered by the program. If there is a difference between the amount covered by the program and your bill, you need to pay the difference.

2. If your service provider does not bill Alberta Blue Cross directly, you pay the full bill. Then, you can submit an Alberta Blue Cross Claim Form (available from your service provider or online at **www.ab.bluecross.ca**) to get reimbursed for the eligible amount.

Education Property Tax Assistance for Seniors

This program provides a rebate to senior homeowners to cover the year-to-year increases to the education portion of their property taxes over their base year amount. This program is not income based.

How to Apply

If you are applying to the Education Property Tax Assistance for Seniors program for the first time, please submit copies of your property tax notices with your Seniors Financial Assistance application.

The Education Property Tax Assistance for Seniors program has partnered with a number of municipalities to automatically receive property tax information for seniors enrolled in the program. Therefore you will not need to re-apply each year. If your property tax information is not

automatically received through this process, or if the program requires additional information, you will receive a letter.

More Information

For more information on provincial government financial assistance programs, or to request a Seniors Financial Assistance application, contact:

Alberta Seniors and Community Supports
Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.seniors.alberta.ca**

Income Support

Alberta Employment and Immigration assists Albertans who have little or no income, or those with special circumstances, through the Alberta Works Income Support program.

Income Support is a program that provides financial and health benefits and training to Albertans who do not have the means to support themselves. Assets and income are taken into account to determine eligibility and benefit level. Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension Plan benefits are unlikely to be eligible for assistance from this program.

For more information on Income Support, contact:

Alberta Supports Contact Centre
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.programs.alberta.ca**
E-mail: iscc@gov.ab.ca

For after hours emergency assistance, please contact the Alberta Works Contact Centre toll-free at 1-866-644-5135, or 780-644-5135 in Edmonton

Assured Income For The Severely Handicapped (AISH)

Alberta Seniors and Community Supports offers the Assured Income for the Severely Handicapped (AISH) program. This program provides financial assistance (living allowance), supplementary assistance (child benefits and personal benefits) and health-related assistance to eligible adults under the age of 65 with a disability that severely limits their ability to earn a living. The disability must be permanent (all opportunities for rehabilitation and training have been exhausted.) Applicants receiving an Old Age Security pension are not eligible to receive AISH.

Continued next page...

For more information about AISH, contact:

Assured Income for the Severely Handicapped (AISH)
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.seniors.alberta.ca**

FEDERAL GOVERNMENT OF CANADA PROGRAMS

The Government of Canada administers the Old Age Security programs, which includes the Old Age Security Program Guaranteed Income Supplement, the Allowance and the Canada Pension Plan.

Call toll-free from Canada and the United States:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.servicecanada.gc.ca**

Old Age Security Pension

To be eligible for the federal Old Age Security pension (OAS), you must:

- be at least age 65 (you do not need to be retired);
- be a legal resident of Canada; and
- have lived a minimum of 10 years in Canada after the age of 18.

  If you are 65 or older and are not covered by the conditions above, you may still qualify for a pension since Canada has social security agreements with many countries. Call Service Canada for information.

You must apply for this pension. If possible, send in your application six months before your 65th birthday.

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) is available to seniors who receive the OAS pension and have little or no other income.

To be eligible for this supplement, you must be a resident of Canada. The amount of the supplement that you receive depends on:

- marital status, and
- total family income in the previous calendar year. If you are married or living common-law, the income of your spouse or common-law partner is included.

The GIS is added to the federal OAS cheque each month. An application must be submitted to receive this benefit.

To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns.

Allowance/Allowance for the Survivor

The Allowance is paid to the spouse or common-law partner of a senior receiving GIS.

To be eligible you must:

- be age 60 through 64,
- have lived in Canada a minimum of 10 years after the age of 18,
- not be voluntarily separated or divorced from your spouse or common-law partner, and
- meet legal residence requirements.

The amount of the Allowance depends on a couple's combined income in the previous calendar year.

People who may be eligible for the Allowance should apply six months before their 60th birthday. It may be applied for any time between ages 60 and 64 and could continue until the age of 65.

The Allowance for the Survivor is available to widowed spouses or surviving common-law partners who have little or no other income and who are between the ages of 60 and 64.

The amount of Allowance for the Survivor depends on the applicant's income in the previous calendar year. To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. If you continue to be eligible, your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your income tax, you must complete a renewal form.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different CPP benefits. Application forms are available at any Service Canada Centre by calling 1-800-277-9914, or on the website at **www.servicecanada.gc.ca**.

Retirement Pension

You may be eligible for a retirement pension if you worked and have made at least one valid contribution to the CPP. The pension may start at age 65 or, as early as the month following your 60th birthday, at a reduced rate.

Once you begin receiving your retirement pension, you can no longer contribute to the CPP. If you return to work, inform your employer that you receive CPP retirement pension. Your employer should discontinue your CPP contributions.

A spouse, or common-law partner can apply to share CPP retirement pension

Continued next page...

payments if both are aged 60 or more. Even if only one of you has been a contributor to the CPP, that one pension can still be shared. Pension sharing can result in income tax savings.

Disability Benefits

CPP pays a monthly benefit to people who:

- are under the age of 65,
- have earned a specific minimum amount and contributed to the CPP while working for a minimum number of years; and
- have severe and prolonged disability as defined by the CPP legislation.

The **Children's Benefit** is a monthly benefit for dependent children of a CPP disability beneficiary. Children must be younger than 18, or if 18 to 25, must be in school full time.

Survivor Benefits

There are three types of survivor benefits.

- The death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.
- The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.
- The **surviving child's benefit** is a monthly benefit for dependent children of a deceased contributor. Children must be younger than 18, or if 18 to 25, must be in school full time.

Child Rearing Provision

Months of low or zero earnings spent caring for your child under the age of seven, born after December 31, 1958, may be excluded from the calculation of your pension. This ensures that reduced earnings during the first seven years of your child's life do not result in lower pension benefits in the future.

Credit Splitting (After Divorce Or Separation)

CPP credits earned during the time you lived together may be divided when a marriage or common-law partnership ends in divorce or separation. Further information is available through Service Canada.

Remember, OAS and CPP benefits are not provided automatically; you must apply for them.

Housing

PROVINCIAL GOVERNMENT PROGRAMS

Education Property Tax Assistance for Seniors

The Education Property Tax Assistance for Seniors program provides a rebate to assist senior homeowners with the year-to-year increases in the education portion of their property taxes.

The program is not based on income. Please see pages 6-7 for program details.

Seniors Lodge Program

Lodge accommodation offers single or double bedrooms, meals, housekeeping, linen/laundry and recreational services to seniors.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community based services, are eligible to apply for this program through their local management body. Applicants are prioritized on the basis of need. Community residency requirements may be in place.

The local management body sets lodge rates and administers the lodges. To assist lower-income residents, management bodies must ensure that each resident has at least $265 per month in disposable income after lodge accommodation costs.

For more information about the Seniors Lodge program, contact:

Supportive Living Program
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Edmonton: **780-644-8749**
Website: **www.seniors.alberta.ca**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Your local management body has detailed information about lodges and self-contained living in your area. For assistance contacting a management body, contact:

Alberta Seniors and Community Supports
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.seniors.alberta.ca**

Continued next page...

Seniors Self-Contained Housing

The Seniors Self-Contained Housing program provides affordable apartments for low-income seniors who cannot afford private sector accommodation.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program through their local management body. Applicants are prioritized on the basis of need and rent is based on 30 per cent of a household's adjusted income. Community residency requirements may be in place.

For more information about the Seniors Self-Contained Housing program, contact:

Alberta Housing and Urban Affairs
Edmonton: **780-422-0122**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Residential Access Modification Program (RAMP)

Homeowners and tenants (if the landlord agrees) may apply to receive a provincial government grant to assist with modifications that improve wheelchair access into and within their personal residences. See pages 24-25 for more information.

FEDERAL GOVERNMENT PROGRAMS

The programs in this section are offered by the Canada Mortgage and Housing Corporation (CMHC) and are for low-income citizens. Income must be less than the Core Need Income Threshold established by the federal government. The income limits depend on where the property is located and how many people live in the house.

Residential Rehabilitation Assistance Program (RRAP)

This program is for low-income homeowners regardless of the age of the occupants.

For People With Disabilities

The program provides an income-based forgivable loan for modifications such as wheelchair accessibility or other mobility adaptations, allergy related modifications, and funding to help with age-related disabilities and hearing or sight impairments. Funds are also available to the owners of rental units.

For Homeowners

The house must be at least five years old and be in need of at least one major repair. The program provides an income-based forgivable loan for major repairs required to bring the home up to a minimum standard of health and safety.

Home Adaptations for Seniors' Independence (HASI)

This program is for minor home adaptations to help low-income seniors live in their own homes longer. The program provides a forgivable loan for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc.

Emergency Repair Program

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the Residential Rehabilitation Assistance program. This program provides a grant for repairs such as heating systems, chimneys, doors, windows, etc.

For more information on these housing programs and Core Need Income Thresholds, please contact the Canada Mortgage and Housing Corporation (CMHC) at:

Canada Mortgage and Housing Corporation
Toll-free: **1-877-499-7245**
Website: **www.cmhc-schl.gc.ca**

Edmonton
CMHC
Standard Life Centre
210, 10405 Jasper Avenue NW
Edmonton, AB T5J 3N4
Phone: **780-423-8700**
Fax: 780-423-8702

Calgary
CMHC
200, 1000 7 Avenue SW
Calgary, AB T2P 5L5
Phone: **403-515-3000**
Fax: 403-515-2930
TTY: **1-800-309-3383**

Other Information

The CMHC has a variety of publications and videos available on housing related topics, such as housing options for seniors and handicapped accessible homes.

Seniors Housing Registries

Provincial Seniors Housing Registry
The Alberta Senior Citizens' Housing Association (ASCHA) has a free internet-based provincial housing registry for online searches by location, organization, project, support services and application criteria. For more information, contact the website at **www.ascha.com**. Phone **780-439-6473.**

Local Registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They can also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **403-705-3230**
Website: **www.kerbycentre.com**

Edmonton
SAGE – Seniors Association
of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **780-423-5510**
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

Native Seniors' Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: **780-476-6595**
Website: **www.nativeseniorscentre.ca**

If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 19-21;
- Family and Community Support Services Office, listed in your telephone directory; or
- the Alberta Supports Contact Centre, listed on page 16.

Supportive Living and Long-Term Care Public Reporting Information

To locate supportive living and long-term care facilities, learn about its compliance with the provincial accommodation standards, compare facilities, and view verified complaints, visit **www.asalreporting.gov.ab.ca/astral/** or contact the Accommodation Standards and Licensing Unit at **780-644-8428**.

For more information on finding long-term care facilities, please see page 30.

Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information or to obtain a copy of the tipsheet *Information for Landlords and Tenants*, contact Service Alberta at:

Toll-free: **1-877-427-4088**
Edmonton: **780-427-4088**
Website: **www.servicealberta.ca**

Information and Referral

ALBERTA SUPPORTS CONTACT CENTRE

Alberta Supports helps make it easier for Albertans to find information about social based assistance programs, access the service and support they need, and transition between programs.

There are two ways to access this service:

Website: **www.programs.alberta.ca**

Toll-free Alberta Supports Contact Centre: **1-877-644-9992** or **780-644-9992** in the Edmonton area.

SENIORS INFORMATION SERVICES OFFICES

The offices are located across Alberta and provide information services through presentations, displays and workshops for seniors and service providers.

Northwest Region-Grande Prairie
Phone: **780-538-5300**
Fax: **780-538-5308**
*Please call for appointment

Northeast Region-St. Paul
Phone: **780-645-6297**
Fax: **780-645-6260**
*Please call for appointment

Yellowhead Region-Stony Plain
Phone: **780-968-6552**
Fax: **780-968-6553**
*Please call for appointment

Edmonton Region
Main Floor, Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **780-427-7876**
Fax: **780-422-6301**

Central Region-Red Deer
Phone: **403-340-7647**
Fax: **403-340-7899**
*Please call for appointment

Calgary Region
Phone: **403-705-3246**
Fax: **403-705-3241**
*Please call for appointment

Southeast Region-
Medicine Hat
Phone: **403-529-3156**
Fax: **403-528-5246**
*Please call for appointment

Southwest Region-Lethbridge
Phone: **403-381-5469**
Fax: **403-382-4533**
*Please call for appointment

GOVERNMENT OF ALBERTA CONTACT CENTRE TOLL-FREE 310-0000

You can reach any provincial government program toll-free by calling the Government of Alberta Contact Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta, dial **310-0000** and enter the 10 digit provincial telephone number, or dial zero, or stay on the line for assistance.

Example: If you are calling Alberta Health and Wellness from outside the Edmonton area, dial toll-free **310-0000**, and then **780-427-1432**. (In Edmonton, dial **780-427-1432** directly.)

For toll-free, province wide access from a cellular telephone, enter
#310 (Telus/Bell) or
*310 (for Rogers Wireless).

Deaf callers only (requires TTY unit):
Toll-free anywhere in Alberta:
1-800-232-7215
Edmonton: **780-427-9999**

SERVICE ALBERTA CONSUMER CONTACT CENTRE

The Service Alberta Consumer Contact Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Consumer tipsheets are available at no charge by calling the Consumer Information Centre or visiting the department's website. For more information, contact:

Toll-free anywhere in Alberta:
1-877-427-4088
Edmonton: **780-427-4088**
Website: **www.servicealberta.ca**

GOVERNMENT OF CANADA — PENSION PROGRAMS

Service Canada Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact the Service Canada Call Centre:

English: **1-800-277-9914**
French: **1-800- 277-9915**
TTY: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m
Website: **www.servicecanada.gc.ca**

Service Canada Centres

The federal government has offices throughout the province that you can visit to obtain information about OAS, GIS and CPP benefits. For more information, or to book an appointment to see a Service Delivery Agent, call the Service Canada Call Centre above.

Offices can be found in Brooks, Calgary, Camrose, Edmonton, Edson, Fort McMurray, Grande Prairie, Lethbridge, Lloydminster, Medicine Hat, Red Deer, Slave Lake and St. Paul.

LAWYER REFERRAL SERVICE

The Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers if you can afford to pay for a lawyer, but do not know of one who can help you. You receive the first half hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information, contact:
Lawyer Referral Service Office
Toll-free: **1-800-661-1095**
Calgary: **403-228-1722**

ORGANIZATIONS FOR SENIORS

Seniors Advisory Council For Alberta

The Seniors Advisory Council for Alberta is a government appointed body that reports to the Minister of Seniors and Community Supports.

Members of the Seniors Advisory Council for Alberta consult with seniors and seniors' organizations, and hold meetings throughout the province to gather their suggestions and feedback. Through these interactions, the council provides advice to the government on legislation and policies affecting seniors and the coordination of programs and services for seniors.

To share your comments or to meet with council members, contact:

Seniors Advisory Council for Alberta
Phone: **780-422-2321**
Fax: 780-422-8762
E-mail: saca@gov.ab.ca
Website: **www.seniors.alberta.ca**

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

LOCAL INFORMATION AND REFERRAL CENTRES

Many communities have local seniors' information centres.

CALGARY

Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **403-265-0661**
Fax: 403-705-3211
E-mail: info@kerbycentre.com
Website: **www.kerbycentre.com**

Calgary Seniors' Resource Society
3639 26 Street NE
Calgary, AB T1Y 5E1
Phone: **403-266-6200**
Fax: 403-269-5183
Website: **www.calgaryseniors.org**

CAMROSE

Service Options for Seniors
102, 4909A 48 Street
Camrose, AB T4V 1L7
Phone: **780-672-4131**
Fax: 780-679-0194
Toll free: **1-866-672-4131**
E-mail: donna@camroseseniorsinfo.ca
Website: **www.camroseseniorsinfo.ca**

EDMONTON

SAGE — Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **780-423-5510**
Fax: 780-426-5175
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

The Support Network — Edmonton's Crisis and Information Centre
400, 10025 106 Street NW
Edmonton, AB T5J 1G4
Phone: **211** or **780-482-INFO (4636)**
Fax: 780-488-1495
Website: **www.thesupportnetwork.com**

FORT MCMURRAY

Salvation Army Seniors
9919 MacDonald Avenue
Fort McMurray, AB T9H 1S7
Phone: **780-743-4135**
Fax: 780-791-2909

Continued next page...

Grande Prairie

Grande Prairie and Area Council on Aging Seniors Outreach
102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: **780-539-6255**
Fax: 780-538-1115
Website: **www.gpcouncilonaging.com**

Lacombe

Family and Community Support Services
201, 5214 50 Avenue
Lacombe, AB T4L 0B6
Phone: **403-782-6637**
Fax: 403-782-6639
Website: **www.lacombefcss.net**

Lethbridge

Lethbridge Senior Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: **403-320-2222**
Fax: 403-320-2762
Website: **www.lethseniors.com**

Nord-Bridge Senior Citizens Association
1904 13 Avenue N
Lethbridge, AB T1H 4W9
Phone: **403-329-3222**
Fax: 403-329-8824
E-mail: friendly@nordbridgeseniors.com
Website: **www.nordbridgeseniors.com**

Medicine Hat

Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C7
Phone: **403-529-8307**
Fax: 403-529-8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: **403-529-8383**
Fax: 403-529-8382
Website: **www.medicinehat.ca/veiner**

Red Deer

Golden Circle Senior Resource Centre
4620 47A Avenue
Red Deer, AB T4N 6C3
Phone: **403-343-6074**
Fax: 403-343-7977
E-mail: info@goldencircle.ca
Website: **www.goldencircle.ca**

Sherwood Park

Strathcona County Seniors Referral & Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: **780-464-4265**
Fax: 780-449-1354
E-mail: info@ivcstrathcona.org
Website: **www.ivcstrathcona.org**

ST. ALBERT

St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, AB T8N 2S3
Phone: **780-459-0433**
Fax: 780-459-9588
E-mail: info@stalbertseniorsclub.org
Website: **www.stalbertseniorsclub.org**

WAINWRIGHT

Wainwright & District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone: **780-842-2555**
Fax: 780-842-5783
Website: **www.wdfcs.ca**

Contact information for many local seniors centres can be found in the *Directory of Seniors' Centres in Alberta*. This publication is available on the Alberta Seniors and Community Supports website at **www.seniors.alberta.ca**.

Health Services

DENTAL AND OPTICAL ASSISTANCE FOR SENIORS

Dental Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage to a maximum of $5,000 every five years.

Optical Assistance for Seniors

The Optical Assistance for Seniors program provides assistance of up to $230 towards the purchase of prescription eyeglasses every three years.

Please see page 5 for program details.

ALBERTA AIDS TO DAILY LIVING (AADL)

Alberta Seniors and Community Supports offers the Alberta Aids to Daily Living (AADL) program. This program helps Albertans with a long-term disability, chronic illness or terminal illness maintain their independence in their residences by providing financial assistance to buy medical equipment and supplies to meet their medically assessed needs.

An assessment by an AADL authorizer or specialty supplier determines the equipment and supplies that an Albertan can receive through this program. This may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist or other health care professional who works in a community health care centre, hospital, long-term care centre or home care program. Please contact Alberta Health Services to locate an AADL authorizer or specialty supplier.

Note: Medical doctors are not authorizers and do not determine eligibility.

You may be eligible for AADL benefits if you:

- are an Alberta resident;
- have a valid Alberta Personal Health Number; and
- require assistance because of a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as six months or longer.

How Does The Program Work?

AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of $500 per family, per benefit year (July 1 to June 30), on eligible items.

Low-income Albertans are exempt from cost sharing. Your authorizer or local community health care centre will have a Cost-Sharing Exemption Application for you to complete and send to the address on the form.

AADL no longer issues cost-share exemption cards. If you are exempt from cost sharing, your authorizer and vendor will be notified through the AADL system. If you choose an upgraded item, you are responsible for paying any additional amount.

What Is Covered?

Only certain medical/surgical supplies and equipment are provided. You must be assessed and authorized for AADL benefits before you receive them. AADL cannot refund clients who purchase their own medical supplies before being assessed and authorized for equipment and supplies.

The program does not provide coverage for foot orthotics, eyeglasses, prescription drugs, dental care or dentures.

Hearing Aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only and cost sharing applies. When visiting a hearing aid supplier, please ensure that they are registered with AADL as a vendor.

For more information about registered vendors, contact:

Alberta Aids to Daily Living
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **http://www.seniors.alberta.ca/aadl/InfoForClients.asp**

Benefit Information:

- Seniors are eligible for up to two hearing aids every five years.
- With prior approval, AADL will provide a personal listening device instead of a hearing aid.
- If you are a cost-share client, AADL contributes $708.75 towards one hearing aid only. If you are exempt from cost sharing, AADL will contribute up to $1,200 per hearing aid. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.
- Replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.
- Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.

Continued next page...

Medical/Surgical Supplies and Rehabilitation or Respiratory Equipment

An AADL authorizer or specialty supplier must assess your need for equipment and supplies and complete an authorization form. Some items may require a physician's prescription.

Program authorizers or specialty suppliers have complete lists of all items provided. A maximum number of benefits are available each year. For details on specific medical/ surgical supplies, rehabilitation and respiratory equipment covered by AADL, contact Alberta Health Services or:

Alberta Aids to Daily Living
10th Floor, Milner Building
10040 104 Street
Edmonton AB T5J 0Z2
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.seniors.alberta.ca/AADL**

RESIDENTIAL ACCESS MODIFICATION PROGRAM (RAMP)

RAMP is a grant program available to eligible wheelchair users to modify their home to be more wheelchair accessible. Applicants may apply for a RAMP grant for up to $5,000.

ELIGIBLE APPLICANTS:

- All wheelchair users within income guidelines.
- Canadian citizens or permanent residents with a principle residence in Alberta.
- Aboriginal people living off- and on-reserve in Alberta.
- People with specific neuro-degenerative diseases.

INCOME GUIDELINES

Applicant must have a household income of $36,900 or less. If applicable, this amount may be increased under certain circumstances.

For additional information and/or an application, please visit the Alberta Seniors and Community Supports website at **www.seniors.alberta.ca/aadl/ramp**

Or contact:

Government of Alberta
Alberta Seniors and Community Supports - RAMP
10th Floor, Milner Building
10040 104 Street NW
Edmonton, Alberta T5J 0Z2
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Fax: 780-644-8085
E-mail: RAMP@gov.ab.ca

ALBERTA BLUE CROSS

COVERAGE FOR SENIORS

Alberta Health and Wellness offers coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross *Coverage for Seniors*. This program is premium-free for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

Once you are registered with Alberta Health and Wellness and your date of birth has been validated, you will be sent an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health and Wellness – July 1 to June 30. A maximum of $25,000 in benefits per person for the services listed on the following pages is available each benefit year.

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act*. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health and Wellness.

Note: Inter-facility transfers are not covered under Alberta Blue Cross *Coverage for Seniors*. Inter-facility transfers are covered by Alberta Health Services.

Prescription Drugs

Alberta Health and Wellness covers 70 per cent of the cost of prescription drugs, including insulin. You pay the other 30 per cent, up to a maximum of $25 per prescription or refill. The pharmacy bills Alberta Blue Cross directly. Only prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List* are covered.

Note: If an interchangeable drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without pre-authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Continued next page…

Coverage for Seniors also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

Other Services

For the following services, you pay the bill then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)

For more information about Alberta Blue Cross, visit their website at **www.ab.bluecross.ca** or contact your nearest Alberta Blue Cross Office.

Alberta Blue Cross Offices

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: **403-234-9666**

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: 7**80-498-8000**

Grande Prairie
108, 10126 120 Avenue
Grande Prairie, AB T8V 8H9
Phone: **780-532-3505**

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: **403-328-1785**

Medicine Hat
203 Chinook Place
623 4 Street SE
Medicine Hat, AB T1A 0L1
Phone: **403-529-5553**

Red Deer
152 Riverside Office Plaza
4919 59 Street
Red Deer, AB T4N 6C9
Phone: **403-343-7009**

People living outside these areas can call toll-free:

1-800-661-6995 (Customer services)
1-800-394-1965 (Individual plans)

ALBERTA HEALTH CARE INSURANCE PLAN

Basic coverage includes:

- insured services of physicians according to an approved benefit schedule;
- specific dental, oral and maxillofacial surgical procedures performed by an oral surgeon or dentist according to an approved benefit schedule;
- some foot care services provided by a podiatrist: benefits are limited for each service and payable according to the fee schedule per visit to a maximum payable per benefit year* of $250 (check with podiatrist prior to treatment);
- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures) and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year;*
- an operator's licence medical examination for people 74 years and six months of age and over;
- limited coverage for out-of-province/ out-of-country physical therapy services provided in a general or auxiliary hospital. In-province physical therapy services are based on assessed need and are the responsibility of Alberta Health Services. Please contact Alberta Health Services for more information.

* *The Alberta Health Care Insurance Plan benefit year for podiatry and optometric benefits is from July 1 of one year to June 30 of the following year.*

For details on basic coverage and services covered outside Alberta, contact Alberta Health and Wellness.

Additional Billing

Practitioners are not allowed to bill patients for amounts over and above the amounts paid for insured services covered by the Alberta Health Care Insurance Plan; however, not all services provided by practitioners are covered. You can expect to pay the full fee for uninsured services, and should be informed of this by your practitioner before the service is delivered.

Alberta podiatrists are allowed to bill the patient for amounts more than the Alberta Health Care Insurance Plan covers. Private insurers providing supplementary insurance for health services in Alberta may cover extra charges.

Continued next page...

Hospital Services

When you are registered with the Alberta Health Care Insurance Plan and are admitted to an acute care hospital in Alberta for insured services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital. For details about other services that may be included, contact Alberta Health and Wellness.

If you request a private or semi-private hospital room, you will be required to pay a room charge, determined by each individual hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 33 for information on private insurers.

For more information about coverage for hospital services, contact Alberta Health Services.

Temporary Absence from Alberta

If you travel to another province within Canada, you must return within 12 months to retain your Alberta Health Care Insurance Plan coverage. If you travel outside of Canada, you must return within six months (183 days) to retain your coverage. If you are leaving for longer, you may apply for extensions of coverage.

For details on temporary absence and extensions of coverage and services covered outside of Alberta, contact Alberta Health and Wellness:

By mail:
Alberta Health and Wellness
Box 1360 Stn Main
Edmonton, AB T5J 2N3

By telephone:
Edmonton: **780-427-1432**

Outside the Edmonton area, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Website: **www.health.alberta.ca**

CONTINUING CARE SERVICES

Alberta's continuing care system provides Albertans with the health, personal care and accommodation services they need to support their independence and quality of life. Continuing care services are provided in three streams:

- home living;
- supportive living; and
- facility living.

Each stream can provide clients with a broad range of health and personal care, accommodation and hospitality services.

Home Living/Home Care Services

Often referred to as home care, home living is for people who live in their own home, apartment, condominium or another independent living option. They are responsible for arranging any home care and support services they require.

Alberta Health Services is responsible for assessing clients and providing home care services to people of all ages based on assessed need.

Referrals for home care services come from many sources including family members, friends and doctors. Home care services, including respite to relieve informal caregivers, may be provided.

Home care services include professional and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services are personal care services such as bathing, dressing and grooming. There is no charge for professional and personal care services.

Supportive Living

Supportive Living combines accommodation services with other supports and care. It meets the needs of a wide range of people, but not those who have highly complex and serious health care needs.

In addition to providing a place to live, services in supportive living facilities can include meals, housekeeping and social activities. Supportive living residents can also receive professional and personal support services through home care.

In order to access some supportive living options, individuals may need to undergo assessment by Alberta Health Services staff.

More information on supportive living is available online at **www.asalreporting.gov.ab.ca/astral/**

Continued next page...

Supportive Living Programs
Edmonton: **780-644-8749**
Website: **www.seniors.alberta.ca**

Outside the Edmonton area, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Alberta Senior Citizens' Housing Association (ASCHA)
Phone: **780-439-6473**
Website: **www.ascha.com**

Calgary
Kerby Centre
Phone: **403-265-0661**
Website: **www.kerbycentre.com**

Edmonton
Seniors Association of Greater Edmonton (SAGE)
Phone: **780-423-5510**
Website: **www.mysage.ca**

Facility Living/Long-Term Care Centres

In Alberta, long-term care facilities (nursing homes and auxiliary hospitals) provide room and board and a range of care services, including skilled medical and nursing care provided by, or through contracts with Alberta Health Services. These facilities vary in size and are located throughout the province.

The province pays all health care costs based on individual need assessments for patients who meet the following conditions:

- you must be eligible for registration with the Alberta Health Care Insurance Plan;
- you must have lived in Alberta for three consecutive years at any time previously; or
- you must have lived in Alberta for one year immediately prior to applying; and
- you must have been a resident of Canada for 10 years or more.

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as prescribed by the resident's attending physician. Ambulance services are also provided at no charge if a patient is transferred to or from a hospital for care or treatment.

Residents of long-term care facilities are responsible for the following accommodation charges:

- $45.85/day for standard accommodation
- $48.40/day for semi-private accommodation
- $55.90/day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program. For information, contact **1-877-644-9992**.

Admission to a long-term care facility is based on an assessment of need by a registered nurse from Alberta Health Services. When you request services, the assessment staff may decide that a long-term care facility would provide the most appropriate services. If this decision is made, regional staff will work with the placement service to find the right centre for you.

Alberta Health Services may be able to offer other models of care that combine health services and accommodation. Other models of care include supportive living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings and various types of seniors' day programs.

Individuals who receive publicly-funded health services through Alberta Health Services will undergo assessments like those used for long-term care facilities before they are placed in any of these other models of care.

For more information about long-term care facilities, contact Alberta Health Services.

ALBERTA HEALTH SERVICES

A wide variety of community programs and services are offered through Alberta Health Services. For information on the locations and the range of programs and services available, contact Alberta Health Services.

SOUTH ZONE
960 19 Street South
Lethbridge, Alberta T1J 1W5
403-388-6009

Or

666 5 Street SW
Medicine Hat, Alberta T1A 4H6
403-529-8000

CALGARY ZONE
10101 Southport Road SW
Calgary, Alberta T2W 3N2
403-943-1111

CENTRAL ZONE
602, 4920 51 Street
Red Deer, Alberta T4N 6K8
403-341-8622

EDMONTON ZONE
1J2 Walter Mackenzie Centre
8440 112 Street
Edmonton, Alberta T4V 1Y8
780-407-1000

NORTH ZONE
10003 100 Street
Westlock, Alberta T7P 2E8
780-349-8705

Health Link Alberta

Health Link Alberta is a telephone advice and health information service available 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing **1-866-408-LINK (5465)**.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended as an alternative to admission to an acute care hospital or long-term care facility for people who are frail and/or disabled, and those who need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

To find out if there is a day support program or a day hospital in your community, contact Alberta Health Services. See page 31 for contact information.

Geriatric Assessment and Rehabilitation Programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact Alberta Health Services. See page 31 for contact information.

Mental Health Services

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counselling, treatment and follow-up services.

For more information, contact Alberta Health Services or the Alberta Mental Health Help Line at **1-877-303-2642**.

Public Health Services

Public health services are available to all Albertans through Alberta Health Services. Services provided may include:

- immunization against diseases such as influenza;
- health education and counselling;
- nutrition education;
- dental hygiene education;
- sexual health education and counselling; and
- speech-language pathology services.

For information about public health services in your area, contact Alberta Health Services for phone numbers and addresses.

PRIVATE HEALTH INSURERS

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits. For more information, contact the Canadian Life and Health Insurance Association toll-free at **1-800-268-8099** or visit their website at **www.clhia.ca**.

ALBERTA MONITORING FOR HEALTH PROGRAM

The Alberta Monitoring for Health Program assists eligible Albertans who have diabetes by covering a portion of the cost of diabetes management supplies. This program is administered by the Canadian Diabetes Association and funded by Alberta Health and Wellness.

To be eligible for this program, you must:

- have diabetes mellitus;
- be a full-time resident of Alberta;
- have valid Alberta Health Care Insurance registration;
- have supplies and/or medication prescribed by a physician;
- manage your diabetes through diet, oral medications and/or insulin therapy;
- have received training in self-monitoring of blood glucose;
- not receive diabetes supplies from other programs such as Assured Income for the Severely Handicapped (AISH), Alberta Works, or Alberta Child Health Benefit; and
- not have insurance coverage for any diabetes management supplies such as blood glucose test strips, injection supplies, lancets and pump supplies.

Having insurance coverage for insulin or oral medication will not affect eligibility.

You must also meet **one** of the following family status and income levels:

- single with a taxable income less than $23,598 per year;
- married/common-law with a combined, taxable income less than $37,021 per year; or
- single/married/common-law (with dependant children) with a combined family, taxable income less than $44,974 per year.

For information, contact:

Alberta Monitoring for Health Program
1020, Royal Bank Building
10117 Jasper Avenue NW
Edmonton, AB T5J 1W8
Phone: **780-423-2634**
Toll-free: **1-800-267-7532**
Fax: 780-409-2634

Helping Agencies

FUNDING OPPORTUNITIES

Fundraising

There are many activities that eligible charitable organizations can use to fundraise, including bingos, casinos and raffles. For more information:

Phone: **1-800-272-8876**
Website: **www.aglc.gov.ab.ca**

Grant Options

Government grants are available to assist seniors' organizations with operational costs, recreation programs and historical preservation activities.

Municipal Grants
Check with your municipality to determine what funding programs are available in your community. Possible sources include:

- Family and Community Support Services – check your local directory.
- Municipal Sustainability Initiative-Conditional Operating Funding
  Edmonton: **780-427-2225**
  Website:
  www.municipalaffairs.alberta.ca

Provincial Grants
Each year, the Alberta Lottery Fund provides grants to thousands of volunteer and community-based organizations that support and encourage self-reliance among Albertans and their communities. The Alberta Lottery Fund offers funding programs including the following:

- Community Initiatives Program (CIP)
- Community Facility Enhancement Program (CFEP)
- Historical Resources Foundation

For more information about the Alberta Lottery Fund, contact:

Toll-free: **1-800-642-3855**
Website: **www.albertalotteryfund.ca**

Other Provincial Grants
Other grants are available through the following:

Community Spirit Donation
Grant Program
Edmonton: **780-644-8604**
Website:
www.culture.alberta.ca/communityspirit

Other Initiatives Program
Toll-free: **1-800-642-3855**
Website:
www.culture.alberta.ca/grantprograms

Alberta Sport, Recreation, Parks and Wildlife Foundation
Edmonton: **780-415-1167**
Website: **www.asrpwf.ca**

Alberta Foundation for the Arts
Edmonton: **780-427-9967**
Website: **www.affta.ab.ca**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Federal Grants

New Horizons for Seniors Program
New Horizons for Seniors is a Human Resources and Skills Development Canada program that encourages seniors to contribute to their communities through social participation and active living. For more information, contact:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY: **1-800-255-4786**
Website: **www.hrsdc.gc.ca**

For questions on New Horizons for Seniors, select "0" to speak with an agent.

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION (AADAC)

Alberta Health Services offers addictions and substance abuse services. See page 31 for contact information.

CONSUMER DEBT COUNSELLING – MONEY MENTORS

Money Mentors is a not-for-profit organization educating Albertans on how to budget, get out of debt, use credit wisely and get the most from their money. Money Mentors also offers a variety of unbiased debt counselling services and alternatives. For more information and a list of upcoming community workshops, contact Money Mentors at:

Edmonton: **780-423-5265**
Calgary: **403-265-2240**
Toll-free: **1-888-294-0076**
Email: **info@moneymentors.ca**
Website: **www.moneymentors.ca**

FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS)

Under FCSS, communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal/Métis Settlement programs are available in most parts of Alberta and provide information, funding and assistance with the development of community preventive social programs, including services for senior citizens.

In some communities, FCSS assists seniors by offering home support services, information and referral, and outreach programs. For information, contact the FCSS or Community Services office listed in your local telephone directory.

LEGAL AID SOCIETY

Individuals seeking legal representation or information about legal aid can refer to the website **www.legalaid.ab.ca** or contact the Legal Aid Society at:

Calgary	**403-297-2260**
Edmonton	**780-427-7575**
Fort McMurray	**780-747-2300**
Grande Prairie	**780-538-5470**
Lethbridge	**403-381-5194**
Medicine Hat	**403-488-7032**
Peace River	**780-624-5761**
Red Deer	**403-340-5119**
St. Paul	**780-646-9125**
Wetaskiwin	**780-352-3845**
Whitecourt	**780-778-5365**

MEALS ON WHEELS

Meals on Wheels is a non-profit organization that provides home delivered, low-cost meals to seniors, shut-ins and those with mental or physical disabilities. These services are available in many areas of Alberta. For information about Meals on Wheels, refer to your local telephone directory or contact Alberta Health Link at **1-866-408-LINK (5465).**

MEDIATION SERVICES

Mediation services can help resolve conflicts between neighbours, community associations and non-profit organizations. Volunteer mediators meet with individuals and groups to discuss a problem or dispute. Examples of disputes include pets, parking, fences, noise, trees or conflicts involving volunteer, non-profit groups and clubs.

For more information, contact:

Mediation and Restorative Justice Centre
Edmonton: **780-423-0896**
Website: **www.mrjc.ca**

Community Mediation Calgary Society
Calgary: **403-269-2707**
Website: **www.mediation.ab.ca**

ALBERTA OMBUDSMAN

The Alberta Ombudsman determines administrative fairness. The office responds to complaints of unfair treatment by Alberta government departments, agencies, professional organizations and the patient concerns resolution processes of health authorities.

The Ombudsman:

- is independent from the government;
- is impartial;
- focuses on fairness;
- is approachable and responsive;
- provides services free of charge; and
- is not an advocacy service.

An online complaint form is available at: **www.ombudsman.ab.ca**, or contact by phone at:

Edmonton: **780-427-2756**
Calgary: **403-297-6185**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

OFFICE OF THE PUBLIC GUARDIAN

Alberta Seniors and Community Supports is responsible for the Office of the Public Guardian (OPG), which offers assistance and services relating to guardianship for represented adults and personal directives.

Guardianship For Represented Adults

Guardianship is a legal process that gives an individual (a guardian) the legal authority and responsibility to make decisions about non-financial personal matters on behalf of a dependent adult. Represented adults are individuals over the age of 18 who have a court appointed guardian or trustee.

Continued next page...

Office of the Public Guardian directly assists Albertans by:

- providing additional information about how to apply for a guardianship order;
- funding 11 community agencies to assist the public in applying for guardianship; and
- providing self-help kits for people who wish to apply for guardianship without hiring a lawyer.

There are some costs associated with the granting of an order. Where the legal costs would be a hardship for a represented adult or an applicant, the applicant may be eligible to have OPG contribute to the cost.

Personal Directives

A personal directive lets you choose another person, called an agent, to act on your behalf with regard to personal, non-financial matters such as where and with whom you live, health care and legal matters. Anyone over the age of 18 can complete a personal directive, and it can be made with or without the assistance of a lawyer. It becomes a legal document when it is dated, signed and witnessed.

There is a secure, online registry that allows individuals to voluntarily register their personal directive at no cost. This registry is set up to allow health care professionals to find out if an individual has a personal directive and how to contact their agents if needed. A personal directive form is also available on the website. For more information, visit the website **www.seniors.alberta.ca**, or contact the Office of the Public Guardian at:

Northern Alberta

Grande Prairie Office
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: **780-833-4319**

St. Paul Office
1st Floor, Provincial Building
110, 5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: **780-645-6278**

Edmonton

Provincial Office
4th Floor, Standard Life Building
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **780-422-1868**
Toll-free: **1-877-427-4525**

Edmonton Office
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: **780-427-0017**

Central Alberta

Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: **403-340-5165**

Calgary

9th Floor, Century Park Place
855 8 Avenue SW
Calgary, AB T2P 3P1
Phone: **403-297-3364**

Southern Alberta

Lethbridge Office
500 Professional Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: **403-381-5648**

Medicine Hat Office
Room 306, Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: **403-528-5245**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

OFFICE OF THE PUBLIC TRUSTEE

The Public Trustee is the trustee of last resort for represented adults (people who are unable to manage their own financial affairs because of mental disability). This office also acts to protect the financial interests of minors (persons under 18 years of age) and missing persons when appropriate, and administers the estates of deceased persons in certain circumstances. For more information about the Office of the Public Trustee, contact:

Edmonton

400 South, Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: **780-427-2745**

Calgary

2100 Telus Tower
411 1 Street SE
Calgary, AB T2G 4Y5
Phone: **403-297-6541**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Website:
http://justice.alberta.ca

HEALTH RELATED ORGANIZATIONS

ALZHEIMER SOCIETY OF ALBERTA AND NWT
Edmonton: **780-488-2266**
Fax: 780-488-3055
Toll-free: **1-866-950-5465**
Website: **www.alzheimer.ab.ca**

CANADIAN CANCER SOCIETY
Alberta/NWT Division
Calgary: **403-205-3966**
Fax: 403-205-3979
Toll-free: **1-800-661-2262**
Website: **www.cancer.ca**

CANADIAN DIABETES ASSOCIATION
Northern Alberta & NWT
Edmonton: **780-423-1232**
Fax: 780-423-3322
Toll-free: **1-800-563-0032**
Website: **www.diabetes.ca**

THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)
Edmonton: **780-488-4871**
TTY: **780-482-2791**
Fax: 780-482-0017
Toll-free: **1-800-563-2642**
Website: **www.cnib.ca**

Local CNIB offices are located in Edmonton, Calgary, Grande Prairie, Lethbridge, Medicine Hat and Red Deer.

HEART AND STROKE FOUNDATION OF ALBERTA, NWT & NUNAVUT
Calgary: **403-264-5549**
Fax: 403-237-0803
Toll-free: **1-888-473-4636**
Website: **www.heartandstroke.ca**

PARKINSON'S SOCIETY OF ALBERTA
Room 3Y18, Edmonton General
Edmonton: **780-342-8993**
Fax: 780-482-8969
Toll–free: **1-800-561-1911**
Website: **www.parkinsonalberta.ca**

Protecting You and Your Information

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY (FOIP)

Personal information that you provide to the Government of Alberta or any public body is protected under the *Freedom of Information and Protection of Privacy (FOIP) Act.*

The FOIP Act gives you the right to access information about you. If you want to make a request for a copy of your personal information, you must fill out a FOIP request form from **www.service.alberta.ca.cfm** and submit it to the public body holding your information.

For more information, you can contact the FOIP Coordinator for that public body. Call the Government of Alberta Contact Centre at 780-310-0000 for assistance.

The Health Information Act protects health information held by custodians and the Personal Information Protection Act protects personal information held by private sector organizations. More information may be found at the Information and Privacy Commissioner's website at **www.oipc.ab.ca**

ELDER ABUSE

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. It is divided into six categories: physical, neglect, emotional, financial, sexual and medication. It may include the infliction of physical injury, restraint, exploitation, threats, ridicule, humiliation, forced isolation, or forced change in living arrangements. It may also include neglect; that is the refusal or failure to care for an older person whether intentional or unintentional.

The following is a list of resources you can call if you are a senior experiencing abuse or you know a senior that may be being abused.

NOTE: If you suspect a crime has been committed or that someone is in immediate danger call your local police or RCMP.

Continued next page...

Alberta Family Violence Info Line
24 hours Toll-free **310-1818**
Service provided in over 170 languages.

Calgary Kerby Elder Abuse Line
Phone: **403-705-3250** (24 hours)

Edmonton Seniors Abuse Help Line
Phone: **780-454-8888** (24 hours)

Lethbridge Senior Citizens Organization
Phone: **403-320-2222** (Ext 25)

Medicine Hat Community Response to Abuse and Neglect of Elders (CRANE)
Phone: **403-529-4798** (24 hours)

Red Deer Helping Elder Abuse Reduction (H.E.A.R.)
24-Hour Seniors Abuse Resource Information Line
Phone: **403-346-6076** (local)
Toll-free **1-877-454-4580** and ask to speak to an advocate

Safeguards for Vulnerable Adults Information and Reporting Line
Phone: **1-888-357-9339**
Report the abuse of an adult receiving publicly funded care or support services (Protection for Persons in Care); complaints of non-compliance to the accommodation standards for supported living and long-term care, or the actions of a guardian or trustee.

Health Link Alberta
Phone: **1-866-408-5465** (24 hours)
Provides telephone advice and information on health related topics

Alberta Elder Abuse Awareness Network (AEAAN)
The Alberta Elder Abuse Awareness Network is a province-wide network of professionals dedicated to preventing elder abuse by increasing community awareness around elder abuse and the resources available to address it. The Network's website is an educational and awareness raising resource for professionals that provides easier access to resources, knowledge and tools for use in programs and practices.

More information about the Alberta Elder Abuse Awareness Network is available on the website at **www.albertaelderabuse.ca**

World Elder Abuse Awareness Day
World Elder Abuse Awareness Day is recognized annually on June 15, when organizations from around the world, including governments, community agencies, educational institutions and professionals in the field of aging hold events to raise awareness of elder abuse. More information is available on the Alberta Seniors and Community Supports website at **www.seniors.alberta.ca**

PROTECTION FOR PERSONS IN CARE

Alberta Seniors and Community Supports is responsible for the Protection for Persons in Care office, which addresses reports of abuse and administers the *Protection for Persons in Care Act* (Act). This Act promotes the safety and well-being of adult Albertans who receive care or support services from publicly funded service providers. The Act requires that all service providers protect clients from abuse and maintain a reasonable level of safety. The Act requires that all abuse be reported. A complaints officer reviews every allegation reported to Protection for Persons in Care.

Protection for Persons in Care office responds to reports of abuse of adults receiving care or support services from publicly funded service providers. This includes: hospitals, seniors' lodges, nursing homes, mental health facilities, shelters and other supportive living settings.

To report abuse, call the Information and Reporting Line at **1-888-357-9339**
8:15 a.m. – 4:30 p.m., Monday to Friday

For more information, call the number above or visit **www.seniors.alberta.ca**

ALBERTA HEALTH FACILITIES REVIEW COMMITTEE

The Health Facilities Review Committee strives to improve the quality of care and quality of life for patients and residents in Alberta's health care facilities. One of the main roles of the committee is to routinely review and inspect health care facilities and observe the manner in which they are operated. Routine reviews are not announced in advance, which enables committee members to observe the facility under normal operating circumstances.

Another role of the committee is to receive and investigate complaints about the care, treatment and standards of accommodation provided to specific patients or residents in hospitals and nursing homes, and cancer centres. For more information, contact:

Alberta Health Facilities Review Committee
Edmonton: **780-427-4924**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Website:
www.health.alberta.ca/about/hfrc.html

CONTINUING CARE HEALTH SERVICE STANDARDS

The Continuing Care Health Services Standards apply to all publicly-funded continuing care health services regardless of whether they are provided directly by, or under contract to Alberta Health Services.

Alberta Health and Wellness is responsible for ensuring that health service standards are met. These standards apply where publicly-funded health care is provided, namely through home care supportive living, and in long-term care facilities.

For more information on the health service standards and their enforcement, contact:

Alberta Health and Wellness
22nd Floor, 10025 Jasper Avenue
Edmonton, AB T5J 2N3
Edmonton: **780-427-7164**

In all other areas, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.
Website: **www.health.alberta.ca**
E-mail: ahinform@health.gov.ab.ca

If you have concerns about the quality of health services provided through home care or in a publicly funded long-term care facility, raise them first with the provider and Alberta Health Services. See page 31 for contact information.

SUPPORTIVE LIVING AND LONG-TERM CARE ACCOMMODATION STANDARDS

Alberta Seniors and Community Supports is responsible for ensuring that supportive living and long-term care facilities meet accommodation standards. These standards cover services like meals, housekeeping and building maintenance. They help ensure that quality accommodation and related services are being provided to residents throughout the province. This is done by licensing supportive living facilities and monitoring long-term care facilities for their compliance with the standards.

Supportive Living and Long-Term Care Public Reporting
Alberta Seniors and Community Supports has an online public reporting site for Albertans to use to see how individual supportive living and long-term care facilities are complying with the accommodation standards. The accommodation standards are designed to promote a safe and comfortable environment for residents of supportive living and long-term care facilities.

The public reporting site provides easy access to up-to-date information on each supportive living and long-term care facility, including:

- location and contact details;

- compliance with accommodation standards;
- supportive living licence status – facilities with a full licence have complied with all accommodation standards. Facilities with a conditional licence have a compliance action plan in place to meet all accommodation standards by a specified date; and
- verified complaints for three months after have they have been resolved.

For more information about the public reporting site or the supportive living accommodation standards and licensing, contact:

Accommodation Standards and Licensing Unit
4th Floor, Standard Life Centre
10405 Jasper Avenue
Edmonton AB T5J 4R7
Edmonton: **780-644-8428**
E-mail: ASAL@gov.ab.ca
Website: **www.seniors.alberta.ca**
Public reporting site:
www.asalreporting.gov.ab.ca/astral

In all other areas, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

If you have concerns about the quality of accommodations in supportive living or long-term care facility, raise them first with the provider. If you are not satisfied, you can contact the accommodation complaint line toll-free at **1-888-357-9339**.

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman — see page 37.

ALBERTA HUMAN RIGHTS COMMISSION

The Alberta Human Rights Commission administers the *Alberta Human Rights Act*, which protects people in Alberta from discrimination. The Commission provides free confidential information, a complaint resolution service; and education services related to rights and responsibilities under Alberta's human rights law. For more information, contact:

Alberta Human Rights Commission
Edmonton Confidential
Inquiry Line: **780-427-7661**
Calgary Confidential
Inquiry Line: **403-297-6571**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.
E-mail: humanrights@gov.ab.ca
Website: **www.albertahumanrights.ab.ca**

TDD/TTY Service
Edmonton: **780-427-1597**
Calgary: **403-297-5639**
Toll-free: **1-800-232-7215**

FRAUDS AND SCAMS

Every day, seniors are at risk of being taken advantage of by criminals. Although many legitimate businesses market their products and services over the telephone (telemarketing), door-to-door, or through the internet, mail, newspaper and magazine ads, there are some dishonest people who will use these methods to try to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you. Remember, legitimate businesses are not concerned about consumers checking past customer relationships and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them.

For more information about frauds and scams such as home renovation fraud or identity theft, contact:

Service Alberta Consumer Contact Centre
Edmonton: **780-427-4088**
Toll-free: **1-877-427-4088**

Website: **www.servicealberta.ca**, and follow the Consumer Information link.

Information on Fraud Awareness is also available online at **www.seniors.alberta.ca**. Follow the links under the Protection tab.

PhoneBusters
(telemarketing fraud complaints)
Toll-free: **1-888-495-8501**
Website: **www.phonebusters.com**

CONSUMER INFORMATION

The Consumer Services Division of Service Alberta provides valuable information to consumers on a variety of topics. Information or tipsheets are available on the following topics:

- advance fee loan brokers
- auctions
- condominiums
- collection practices
- credit and personal reporting
- door-to-door or direct sales
- electricity marketers
- home renovations
- internet sales
- natural gas marketers
- negative option sales
- time-shares
- travel clubs
- charitable fundraising
- identity theft
- information for landlords and tenants

For more information on any of these topics, or to obtain a tipsheet, contact:

Consumer Services Division
Service Alberta
Edmonton: **780-427-4088**
Toll-free: **1-877-427-4088**
Website: **www.servicealberta.ca** and follow the Consumer Information link.

Transportation

BUS PASSES

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact your municipality.

Calgary
Calgary Transit Customer Service Centre
224 7 Avenue SW (walk-in)
Calgary, AB T2P 0W6
Phone: **403-262-1000**
Website: **www.calgarytransit.com**

Edmonton
Edmonton Transit System
99 Street and 102A Avenue NW
LRT Churchill Station
(underground station)
Edmonton, AB T5J 0G4
Phone: **780-496-1665 or 311**
Website: **www.takeets.com**

Lethbridge
Lethbridge Transit
619 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: **403-320-4978**
Website: **www.lethbridge.ca**

Red Deer
City Hall, Community Services
4914 48 Avenue
Red Deer, AB T4N 3T4
Phone: **403-342-8225**
Website: **www.city.red-deer.ab.ca**

SENIORS DRIVING SERVICES

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres, or social outings. There is often a minimal fee. For more information about seniors driving services, contact your local information centre (see pages 19-21) or the Family and Community Support Services office listed in your telephone directory.

ALBERTA TRANSPORTATION

The Driver Fitness and Monitoring Section of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive.

Continued next page...

Medical reports are required upon renewal of an operator's licence at age 75, 80 and every two years thereafter. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 74 years and six months of age and over.

For more information about transportation items of interest contact:

Alberta Transportation
Driver Fitness and Monitoring
Main Floor, 4999 98 Avenue
Edmonton, AB T6B 2X3
Phone: **780-427-8230**
E-mail: **Driver.Fitness@gov.ab.ca**
Website: **www.transportation.alberta.ca**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

ALBERTA MOTOR ASSOCIATION: DRIVING ANGEL PROGRAM

The Alberta Motor Association's Driving Angel program partners with communities to recognize and thank volunteer drivers. These volunteers give the gift of transportation to seniors who may otherwise have difficulty getting to appointments, to buy groceries or to visit a friend.

This program also recognizes excellent customer service to seniors by other transportation providers including taxi or bus drivers and other driving services. Once a Driving Angel's name has been submitted, the nominator receives a Driving Angel pin and certificate of merit to personally present to their Angel.

For more information on this program or to nominate a Driving Angel, visit **www.ama.ab.ca/AgingDrivers.**

Alberta Motor Association
Aging Drivers and Senior's Transportation Advocacy and Community Services
Phone: **780-430-4856**
Website: **www.ama.ab.ca/AgingDrivers**

PARKING PLACARDS FOR PERSONS WITH DISABILITIES

Persons who cannot walk 50 metres can apply for a parking placard or a disabled license plate. This service is provided through Alberta Registry Agents. For information about applying for a placard, check your Yellow Pages under License and Registry Services or online at **www.servicealberta.gov.ab.ca.**

For more information, contact a motor vehicle specialist at the **Government of Alberta Consumer Contact Centre** by dialing **310-0000** and entering **780-427-7013**.

Congratulatory Messages for Seniors

MESSAGE FROM THE QUEEN

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and then every five years thereafter. If no message was previously received, one may be sent for the 61st anniversary or the 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada*.

MESSAGE FROM THE GOVERNOR GENERAL OF CANADA

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51st anniversary or the 91st birthday.

Ensure your request is received at the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)

Or

Office of the Secretary to the Governor General
Anniversary Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: **1-613-993-2913**
Fax: 1-613-990-7636
Email: anniv@gg.ca
Website:
www.gg.ca/document.aspx?id=325

MESSAGE FROM THE PRIME MINISTER OF CANADA

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a certificate or letter from the Prime Minister, ensure your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON K1A 0A2
Phone: **1-613-941-6880**
Fax: 1-613-941-6901
E-mail: pm@pm.gc.ca
Website: **http://pm.gc.ca/eng/greetings**

MESSAGE FROM THE PREMIER OF ALBERTA

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly thereafter. A scroll may be requested for a 25th wedding anniversary and every five years thereafter, and every year after the 65th wedding anniversary.

To request a scroll or letter from the Premier, ensure your request is received at the Premier's office at least five weeks before the special birthday or anniversary.

For more information, contact:

Your Member of the Legislative Assembly (MLA)

Or

Office of the Premier of Alberta
Room 307, Legislature Building
10800 97 Avenue
Edmonton, AB T5K 2B7
Phone: **780-427-2251**
Fax: 780-427-1349
E-mail: premier@gov.ab.ca
Website:
www.premier.Alberta.ca/request

General Information

BIRTH, MARRIAGE AND DEATH CERTIFICATES

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

For a list of registry agents in your area, refer to your Yellow Pages under *License and Registry Services* or telephone:
Edmonton: **780-427-7013**
In all other areas, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.
Website: **www.servicealberta.ca**

TAXES

General Information

Most types of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for several federal and/or provincial tax credits within the tax system. Seniors eligible for the disability tax credit may also be eligible to claim additional medical expenses such as certain attendant care expenses. For more information, visit the Canada Revenue Agency website at **www.cra.gc.ca** or phone the general inquiry line at **1-800-959-8281**.

Service For Seniors

Service for Seniors allows eligible seniors to file their tax returns for free using a touch-tone telephone. To be eligible to use the service:

- you must be over the age of 65;
- your only income is from Old Age Security, the Canada Pension Plan or the Guaranteed Income Supplement; and
- your taxable income is less than the income limit established for this service.

To use Service for Seniors, call the Telefile service at **1-800-959-1110**.

If you have a computer, you may also netfile at
www.netfile.gc.ca/menu-eng.html

Seniors may be eligible to receive help completing their tax return through the Community Volunteer Income Tax Program

To locate a venue in Alberta, call **211**, or visit the website at **www.cra.gc.ca**.

For information about the Community Volunteer Income Tax Program, call toll-free at: **1-800-959-8281**.

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families up to a certain income level.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section. If you are eligible, you will receive payments on the 5th of July, October, January and April. The credit is based on your family net income and if eligible, is paid to either you or your spouse/common law spouse, but not both.

For information about the GST Credit, contact the Canada Revenue Agency at:

Toll-free: **1-800-959-1953**
Website: **www.cra.gc.ca**

VETERANS

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service related injuries and economic support allowances. Additional benefits in the areas of health care, home help services, funeral and burial assistance, and commemoration are also available.

For more information, contact:

Calgary
Veterans Affairs Canada
104 Sam Livingston Building
510 12 Avenue SW
Calgary, AB T2R 0X5

Edmonton
Veterans Affairs Canada
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3

Toll-free: **1-866-522-2122**
Website: **www.vac-acc.gc.ca**

Last Post Fund

The Last Post Fund is a non-profit corporation dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial for lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years.

For more information, contact:

Last Post Fund
1130, 9700 Jasper Avenue
Edmonton, AB T5J 4C3
Toll-free: **1-888-495-3766**
Website: **www.lastpostfund.ca**

POWER OF ATTORNEY

Granting Power of Attorney gives another individual (called your attorney) the power to make decisions and act on your behalf. Power of Attorney is voluntary and limited to matters of property and finance. It does not allow someone to make personal or health decisions on your behalf. For information on guardianship or personal directives, see pages 37-38.

Limited Versus General Power Of Attorney

A *limited* Power of Attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A *general* Power of Attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal and provincial benefits.

Power Of Attorney/Enduring Power Of Attorney

The following is a brief description of the differences between a Power of Attorney and an Enduring Power of Attorney.
For more detailed information, visit the Alberta Justice and Attorney General website at **http://justice.alberta.ca**, and refer to Financial property protection and administration.

Power Of Attorney

- you must be mentally competent to appoint an attorney;
- it takes effect immediately; and
- ends if you become mentally incapable of managing your affairs.

Enduring Power Of Attorney

- specifically states that the Power of Attorney remains in effect should you become mentally incapable of managing your affairs; and
- can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.

Although not mandatory, you may wish to consult a lawyer for assistance in drafting your Power of Attorney document.

LAST WILL AND TESTAMENT

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person to act as your executor after your death and to make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- formal will: prepared for you by a lawyer;
- holograph will: prepared by you and done in your handwriting; and
- will kit: forms obtained from stationery stores that you complete yourself.

If you require a lawyer or would like more information on wills or executors, contact the Lawyer Referral Service at **1-800-661-1095**. See page 18 for more information.

What Happens If You Die Without a Will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession* Act. Information about this *Act* is available in the *Saying Farewell* handbook.

To request a copy, contact Alberta Seniors and Community Supports.

FUNERAL PLANNING

Planning your own funeral is something many people would rather avoid. However, it is much easier for everyone if some discussion and decisions have taken place about the type of funeral and burial you might like.

Alberta Seniors and Community Supports publishes *Saying Farewell: A guide to assist you through the death and dying process*. This booklet provides information on funeral planning, who to contact when someone dies and settling affairs. To obtain a copy, contact:

Alberta Seniors and Community Supports
Edmonton: **780-644-9992**
Toll-free: **1-877-644-9992**
or print your own copy at:
www.seniors.alberta.ca

Information on funeral planning is also available in the Alberta Funeral Service Association publication *Funerals: An Information Guide*. To obtain a copy, contact:

Alberta Funeral Service Association
5, 5431 43 Street
Red Deer, AB T4N 1C8
Phone: **403-342-2460**
Fax: 403-342-2495
Website: **www.afsa.ab.ca**

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

For more information, contact:

Alberta Funeral Services
Regulatory Board
11810 Kingsway Avenue
Edmonton, AB T5G 0X5
Phone: **1-800-563-4652**
Fax: 780-452-6085
E-mail: afsrb@telusplanet.net
Website: **www.afsrb.ab.ca**

Recreation and Leisure

ALBERTA 55 PLUS WINTER AND SUMMER GAMES

This association promotes, develops and organizes activities leading to the Alberta 55 Plus Winter and Summer Games and the qualifiers for the Canada Senior Games. Participants take part in playoffs in eight zones across the province to qualify for the games, which are held every two years. Membership fees apply. For information, contact:

Alberta 55 Plus
400, 7015 Macleod Trail S
Calgary AB T2H 2K6
Phone: **403-803-9852**
Fax: 403-297-6669
E-mail: ascsra@telus.net
Website: **www.alberta55plus.ca**

HISTORIC SITES AND CULTURAL FACILITIES

An admission discount is provided to all seniors visiting Alberta's heritage facilities. A free guide outlining Alberta's museums and historic sites is available by calling **1-800-252 3782**. For more information, contact:

Alberta Culture and Community Spirit
Heritage and Museums
Edmonton: **780-431-2300**
Website: **www.culture.alberta.ca**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

PROVINCIAL PARKS

Some provincial parks and recreation areas offer camping fee discounts to Albertans 65 years of age or older. For more information or to request the Alberta's Parks and Protected Areas map and guide, contact:

Alberta Tourism, Parks and Recreation
Parks Visitor Services
Edmonton: **780-427-9383**
Toll-free: **1-866-427-3582**
Website:
www.tpr.alberta.ca/parks

FISHING LICENCES

Fishing licenses are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

Note: This policy does not apply to fishing in national parks in Alberta.

For more information, contact:

Alberta Sustainable
Resource Development
Edmonton: **780-944-0313**
Toll-free: **1-877-944-0313**
Website: **www.srd.alberta.ca/fishwildife**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

SENIORS' VIEW OF THE ALBERTA LEGISLATURE

The Seniors' View offers guided tours for groups of seniors along with the opportunity to attend Question Period in the Legislative Assembly and participate in mock legislature debates. You can create a schedule of activities and set a pace that works for you. For more information, contact:

Seniors' View
Visitor Services, Pedway Mall
Edmonton: **780-427-7362**
Fax: 780-427-0980
Website: **www.assembly.ab.ca/visitor**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Quick Reference List

Accommodation Standards Complaint Line
Toll-free..... 1-888-357-9339

Alberta Aids to Daily Living
Toll-free anywhere
in Alberta 1-877-644-9992
Edmonton..... 780-644-9992

Alberta Blue Cross™
Toll-free..... 1-800-661-6995

Alberta Health Services
Toll-free..... 1-800-408-5465 (LINK)
Long/Short-Term Care
Meals on Wheels
Mental Health Services
Home Care Services
Public Health Services
Day Support Programs

Alberta Health and Wellness
Alberta Health Care Insurance Plan
Call 310-0000 to be connected
toll-free 780-427-1432

Alberta Monitoring for Health Program
Toll-free..... 1-800-267-7532

Alberta Registries (Vital Statistics)
Call 310-0000 to be connected
toll-free 780-427-7013

Alberta Seniors Benefit Program
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

Alberta Supports Contact Centre
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

Assured Income for the Severely Handicapped (AISH)
Toll-free..... 1-866-477-8589
Edmonton..... 780-644-1364

Canada Revenue Agency Community Volunteer Income Tax Program
Toll-free..... 1-800-959-8281
TTY..... 1-800-665-0354

Consumer Contact Centre
Toll-free..... 1-877-427-4088

Credit Counselling Services of Alberta
Toll-free..... 1-888-294-0076

Dental Assistance for Seniors Program
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

Education Property Tax Assistance for Seniors

Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

Elder Abuse

Calgary Kerby Rotary Shelter (24 hr)
..... 403-705-3250
Edmonton Seniors Abuse Help Line
(24 hr)..... 780-454-8888
Lethbridge Senior Citizens Organization ..... 403-320-2222 ext. 25
Medicine Hat CRANE
(24 hr)..... 403-529-4798
Red Deer Helping Elder Abuse Reduction (H.E.A.R.) ... 403-346-6076
or toll free 1-877-454-2580

Family and Community Support Services

For information, contact the Family and Community Support Services office listed in your local telephone directory.

Geriatric Assessment and Rehabilitation Programs

Contact Alberta Health Services. Please see page 31.

Government of Alberta Contact Centre

Toll-free..... 310-0000

GST Credit

Toll-free..... 1-800-959-1953

Handicapped Parking Placard

Call 310-0000 to be connected
Toll-free..... 780-427-7013

Health Link Alberta

Toll-free..... 1-866-408-5465

Housing Programs

Provincial Government Programs

Seniors Lodge Program
Edmonton..... 780-644-8749

Seniors Self-Contained
Housing Program..... 780-422-0122

Residential Access Modification Program
Toll-free anywhere
in Alberta 1-877-644-9992
Edmonton..... 780-644-9992

Federal Government Programs

Canada Mortgage and Housing Corporation
Emergency Repair Program
Home Adaptations for Seniors Independence
Residential Rehabilitation Assistance Program
Toll-free..... 1-877-499-7245

Housing Registries

Calgary
Kerby Centre..... 403-705-3230

Edmonton
Native Seniors' Centre 780-476-6595
SAGE — Seniors Association of Greater Edmonton 780-423-5510

Income Support Program for Non-Seniors
Alberta Supports Contact Centre
Toll-free 1-877-644-9992
Edmonton 780-644-9992

Landlord and Tenant Information and Consumer Information
Toll-free 1-877-427-4088

Office of the Public Guardian
Calgary 403-297-3364
Edmonton 780-427-0017
Grande Prairie 780-833-4319
Lethbridge 403-381-5648
Medicine Hat 403-529-3744
Red Deer 403-340-5165
St. Paul 780-645-6278

Office of the Public Trustee
Calgary 403-297-6541
Edmonton 780-427-2744

Optical Assistance for Seniors
Toll-free 1-877-644-9992
Edmonton 780-644-9992

Protection for Persons in Care Act
Toll-free 1-888-357-9339

Provincial Parks
Toll-free 1-866-427-3582

Seniors Advisory Council for Alberta
Call 310-0000 to be connected
Toll-free 780-422-2321

Service Canada Call Centre (Government of Canada)
Old Age Security
Guaranteed Income Supplement/Allowance
Canada Pension Plan
English 1-800-277-9914
French 1-800-277-9915
TTY 1-800-255-4786

Special Needs Assistance for Seniors Program
Toll-free 1-877-644-9992
Edmonton 780-644-9992

Veterans Affairs
Toll-free 1-866-522-2122

Index

Abuse 41, 42

Alberta 55 Plus Winter and Summer Games 56

Alberta Aids to Daily Living (AADL) program. 22

Alberta BlueCross — Coverage for Seniors 25

Alberta Health Care Insurance Plan 27

Alberta Health Services 31

Alberta Human Rights Commission 45

Alberta Lottery Fund 34

Alberta Monitoring for Health Program ... 33

Alberta Motor Association's Driving Angel program 48

Alberta Ombudsman 37

Alberta Senior Citizens' Housing Association (ASCHA) 14

Alberta Seniors Benefit 5

Alberta Supports Contact Centre 16

Alberta Works Income Support program ... 7

Allowance 9

Assured Income for the Severely Handicapped (AISH) 7

Birth certificate 51

Bus passes 47

Canada Pension Plan (CPP) 9

Community Volunteer Income Tax Program 51

Congratulatory letters and certificates 49

Consumer Information 46

Continuing care 29

Continuing care health service standards 44

Day support programs 32

Death certificate 51

Debt counselling 35

Dental and Optical Assistance for Seniors 5

Driving services for seniors 47

Education Property Tax Assistance for Seniors 6

Elder abuse 41

Emergency repair program 13

Enduring Power of Attorney 53

Facility living 30

Family and Community Support Services (FCSS) 36

Fishing licenses 57

Fraud and scams 46

Freedom of Information and Protection of Privacy (FOIP) Act. 41

Funeral planning 54

Geriatric assessment and rehabilitation programs 32
Goods and Services Tax (GST) Credit ... 52
Government of Alberta Contact centre ... 17
Grants 34
New Horizons for Seniors 35
GST 52
Guaranteed Income Supplement (GIS) 8
Health 23, 24, 25, 27, 33
Health Facilities Review Committee 43
Health Link Alberta 32
Hearing aids 23
Historical sites 56
Home Adaptations for Seniors' Independence (HASI) 13
Home care 29
Home repair programs 12, 13, 24
Housing 6, 11, 12
Housing options 29
Housing registries 14
Income support 4, 5, 7, 8, 9
Income tax 51
Kerby Centre 14
Landlord and tenant information 15
Last Post Fund 52
Last will and testament 54
Lawyer Referral Service 18
Legal aid 36
Long-term care 30
Marriage certificate 51
Meals on Wheels 36
Mediation services 37
Medical supplies 24
Mental health services 32
Museums and historic sites 56
Native seniors' centre 14
New Horizons for Seniors 35
Office of the Public Guardian (OPG) 37
Office of the Public Trustee 39
Old Age Security pension (OAS) 8
Optical and Dental Assistance for Seniors 5
Parking placard or a disabled license plate 48
Personal Directive 38
Pensions 5, 8, 9
Power of Attorney 53
Prescription medications 25
Protection for Persons in Care 43
Provincial parks 57
Rebates 6
Rehabilitation equipment 24
Residential Access Modification Program (RAMP) 24
Residential Rehabilitation Assistance Program (RRAP) 12
Respiratory equipment 24
SAGE – Seniors Association of Greater Edmonton 14

Seniors Advisory Council for Alberta 18
Seniors Centres 19, 20,21
Seniors driving services..... 47
Seniors Information Services Offices 16
Seniors Lodge program.....11
Seniors Self Contained Housing program 12
Seniors' view of the alberta legislature .. 57
Service Alberta — consumer contact centre 17
Service Canada Call Centre 18
Service Canada Centres 18
Special Needs Assistance for Seniors 5
Supportive living..... 29
Supportive Living and Long term care public reporting information 14
Supportive Living and Long-term care accommodation standards 44
Surgical supplies..... 24
Taxes..... 51
Veterans Affairs Canada 52
Wills..... 54
World Elder Abuse Awareness Day..... 42

www.seniors.alberta.ca

Seniors Programs and Services Information Guide

Alberta Seniors and Community Supports
Box 3100
Edmonton, Alberta
T5J 4W3

Alberta Supports Contact Centre

Toll-free: 1-877-644-9992
Edmonton and area: 780-644-9992

Government of Alberta

SCS1071 (2011/07)